

[DATE]

[MEMBER NAME
MEMBER ADDRESS
CITY, STATE ZIP CODE]

Dear [MEMBER NAME]:

One Care

MassHealth+Medicare
Bringing your care together

**Your new coverage with
Network Health
starts on January 1, 2014.**

You're being enrolled in a new health care and drug plan.

To help your MassHealth and Medicare benefits work better for you, MassHealth is enrolling you in Network Health, a One Care plan. With One Care, you can get your MassHealth and Medicare benefits from your new plan.

Network Health will cover your Medicare, MassHealth, and prescription drug benefits, including Medicare Part D. It will also provide care coordination and access to community-based services as described in the *One Care Enrollment Guide*. Your One Care plan will manage all of your health care and long-term services and supports through a Care Team. This includes primary care, mental health care, hospital care, specialty care, and care from other providers.

When does your coverage begin?

Your coverage through Network Health will start on January 1, 2014, unless you make another choice by December 31, 2013.

To find out more about Network Health, what services it covers, and if your current providers work with the plan, call 1-855-393-3154 or TTY: 1-888-391-5535 (for people who are deaf, hard of hearing, or speech disabled).

You can also call MassHealth Customer Service Monday–Friday, 8:00 a.m.–5:00 p.m. at 1-800-841-2900 or TTY: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled).

What happens when your coverage begins?

After your new coverage starts, you should call your One Care plan if you need services or prescriptions. Network Health will send you a new health and drug card to use. This new card will replace the cards you use now. You must get your care through providers who work with Network Health. However, you can keep seeing your current providers and getting your current services while you and your Care Team are creating your Personal Care Plan.

You have other options.

Tell MassHealth if you:

- want to join a different One Care plan in your area; or
- want to keep your Medicare and MassHealth like it is today.

(continued)

To join a different plan or keep your care the way it is now:

- fill out the Enrollment Decision Form that came with this letter and mail or fax it back to MassHealth. The fax number is 617-988-8975; or
- call MassHealth Customer Service Monday–Friday, 8:00 a.m.–5:00 p.m. at 1-800-841-2900 or TTY: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled).

You have to return the form or call MassHealth before 5:00 p.m. on December 31, 2013, to make any changes. If you do not make a change, you will be automatically enrolled in Network Health.

Note: Remember, you can also leave or switch One Care plans at any time. If you leave One Care, you will go back to getting your health care and drug services from MassHealth and Original Medicare with prescription drug coverage.

Who should you call if you have questions?

- Call SHINE (Serving the Health Insurance Needs of Everyone). SHINE counselors can work with you and your caregivers to help you understand your options. They are trained to assist people who have Medicare and MassHealth and will provide impartial information about your health insurance options. SHINE counselors are available Monday–Friday, 9:00 a.m.–5:00 p.m. A counselor can work with you in person, by phone, or through e-mail.

To schedule an appointment with a SHINE counselor call 1-800-243-4636 or TTY: 1-800-872-0166 (for people who are deaf, hard of hearing, or speech disabled).

- Call MassHealth Customer Service Monday–Friday, 8:00 a.m.–5:00 p.m. at 1-800-841-2900 or TTY: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled).
- If you have questions about Medicare, call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Sincerely,

MassHealth

Important Phone Numbers

MassHealth Customer Service: 1-800-841-2900 TTY: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled) Monday–Friday, 8:00 a.m.–5:00 p.m.

Medicare: 1-800-MEDICARE (1-800-633-4227) TTY: 1-877-486-2048
24 hours a day, 7 days a week